

## CLAIMS:

We claim:

1. A caller-independent disambiguation method for use in an interactive voice response (IVR) system, the method comprising the steps of:  
  
    sorting a set of matching records according to counter values associated with corresponding ones of said records, said counter values indicating a number of times that a corresponding one of said matching records had previously been selected by other callers;  
  
    audibly presenting said sorted set in sequence through the IVR system; and,  
  
    accepting a selection of a specific record in said set.
2. The method of claim 1, further comprising the step of incrementing a counter associated with said selected specific record.
3. The method of claim 1, further comprising the step of dialing a person associated with said selected specific record.
4. The method of claim 1, wherein said accepting step comprises the step of accepting a voice selection of a specific record in said set.
5. The method of claim 1, wherein said accepting step comprises the step of accepting a DTMF selection of a specific record in said set.

6. An IVR system configured for disambiguation, the system comprising:
  - a database comprising multiple data records, each of said data records having a corresponding counter indicating a number of times that a corresponding one of said data records has been selected by callers to the IVR system; and,
  - a disambiguation processor communicatively linked to said database and programmed to disambiguate a set of said data records by sorting said set of said data records in said set from highest counter value to lowest counter value, and audibly presenting said sorted set to a caller.
7. The IVR system of claim 6, further comprising a voice markup interpreter coupled to said disambiguation processor.
8. A machine readable storage having stored thereon a computer program for caller-independent disambiguation in an interactive voice response (IVR) system, the method comprising, the computer program comprising a routine set of instructions which when executed by a machine cause the machine to perform the steps of:
  - sorting a set of matching records according to counter values associated with corresponding ones of said records, said counter values indicating a number of times that a corresponding one of said matching records had previously been selected by other callers;
  - audibly presenting said sorted set in sequence through the IVR system; and,
  - accepting a selection of a specific record in said set.

9. The machine readable storage of claim 8, further comprising the step of incrementing a counter associated with said selected specific record.
10. The machine readable storage of claim 8, further comprising the step of dialing a person associated with said selected specific record.
11. The machine readable storage of claim 8, wherein said accepting step comprises the step of accepting a voice selection of a specific record in said set.
12. The machine readable storage of claim 8, wherein said accepting step comprises the step of accepting a DTMF selection of a specific record in said set.